

**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**  
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007  
PHONE (602) 364-1 PET (1738) FAX (602) 364-1039  
VETBOARD.AZ.GOV

**RECEIVED**

SEP 07 2021

BY: *JK*

**COMPLAINT INVESTIGATION FORM**

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

**FOR OFFICE USE ONLY**

Date Received: Sept. 7, 2021

Case Number: 22-21

**A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:**

Name of Veterinarian/CVT: Lisa N. Hatfield, D.V.M.

Premise Name: Moon Valley Animal Hospital

Premise Address: 13650 North Nineteenth Avenue

City: Phoenix State: AZ Zip Code: 85029

Telephone: (602) 942-8850

**B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT\*:**

Name: Julia Brooks and Richard L. Brooks

Address: [REDACTED]

City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

**\*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.**

**C. PATIENT INFORMATION (1):**

Name: Nash  
Breed/Species: Yorkshire Terrier / dog  
Age: 10 Sex: Male Color: Black / Brown

**PATIENT INFORMATION (2):**

Name: \_\_\_\_\_  
Breed/Species: \_\_\_\_\_  
Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Color: \_\_\_\_\_

**D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:**

*Please provide the name, address and phone number for each veterinarian.*

Danielle Simons - 10865 W Indian School Rd  
Arondale, AZ 85392  
623-877-1088

**E. WITNESS INFORMATION:**

*Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.*

Emmanouil Emmanouilidis -

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Jennifer Foy -

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Attestation of Person Requesting Investigation**

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: Karla Goodby

Date: 9/11/20

**F. ALLEGATIONS and/or CONCERNS:**

*Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.*

**Please see attached Affidavits of Julia Brooks and Richard L. Brooks, respectively, incorporated by reference herein.**

**BEFORE THE ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD  
1740 W. ADAMS STREET, STE. 4600, PHOENIX, AZ 85007**

**In re Complaint Against Lisa N.  
Hatfield, D.V.M.**

**AFFIDAVIT OF REVEREND JULIA G.  
BROOKS**

STATE OF ARIZONA       )  
                                  ) ss.  
COUNTY OF MARICOPA   )

REVEREND JULIA G. BROOKS, being first duly sworn, states and alleges as follows:

1. The information set forth herein is based on my personal knowledge and belief. If placed under oath in and administrative or judicial proceeding, my testimony would be consistent with the facts set forth in this Affidavit.

2. For some ten years prior to July 20, 2021, all of my dogs (all Mastiffs) were cared for by Les Hatfield, D.V.M. ("Dr. Les" for brevity), at ARK Animal Hospital ("ARK") located at 18432 North Cave Creek Road, Phoenix, Arizona 85032, only a relatively short distance from my home. In late 2015 or early 2016, Dr. Les began providing veterinary services to three pure-bred female Mastiff puppies, including one named Noelle, that I and my husband, Richard L. Brooks, Esq., had recently purchased from a professional breeder of Mastiffs.

3. Prior to August 2021, Dr. Les, on information and belief, continuously and exclusively operated and controlled Ark for the practice of veterinary medicine. During that time period, his concern for the well being of, and care of, my Mastiffs including Noelle and her sisters (Izzy and

Red), was continuously exemplary and beyond reproach.

4. Prior to August 2021, Dr. Lisa, on information and belief, continuously and exclusively operated and controlled Moon Valley Animal Hospital ("MVAH"), located at 13650 North Nineteenth Avenue, Phoenix, Arizona 85029, for the practice of veterinary medicine.

5. Prior to August 2021, Izzy had been receiving medication for Valley Fever and Noelle had been receiving medication for a thyroid condition while under the care of Dr. Les at the ARK office. During that time, and at his recommendation, occasional blood draws were taken from both animals to determine whether further medication was necessary.

6. In July 2021, I called the telephone number of the ARK office but was automatically transferred to a receptionist at the MVAH office in order to schedule blood draws for both Noelle and IZZY. The receptionist informed me that Dr. Les had closed the ARK office and had transferred his practice to the MVAH office. I told the receptionist that I was calling to schedule the blood draws at a date and time when Dr. Les would be present at the facility to answer any questions that I might have. The receptionist told me she was scheduling the blood draws for August 20, 2021 and that Dr. Les would be present to answer my questions, if any.

7. Prior to August 20, 2021, Noelle, like Izzy and Red, were continuously under my observation at home where I have been recovering from various surgeries. During that entire time period, Noelle appeared to be in satisfactory health apart from some difficulty sitting down. Apart from the 4<sup>th</sup> of July 2021, when all three dogs briefly became nervous at the sound of firecrackers outside our home, Noelle did not demonstrate any physical discomfort or emotional or other distress. Prior to August 20, 2021, Noelle was never diagnosed as having any heart-related problems, and heart-related medications were never prescribed.

8. On the afternoon of Friday August 20, 2021, while Richard placed Noelle and Izzy into my automobile, I turned on the air conditioning at a low temperature, operating from vents located in the passenger section as well as the spacious rear section where Noelle and Izzy sat down. During the trip to MVAH, I frequently looked back to see if the dogs were OK and both seemed calm and enjoying the lengthy ride although Noelle appeared to be drooling much heavier than I had ever seen her drool previously at home or in my car. After we arrived at the parking lot in front of the MVAH office, and waited until instructed to enter the premises, Richard and I exited from the vehicle followed by both dogs. Izzy appeared to be in physically satisfactory condition. Noelle, however, began to shake, pant and drool excessively (well beyond the drooling she customarily demonstrated in our home. She, like Izzy, was able to walk into the office on all four legs.

9. After entering the office, the receptionist informed me that Dr. Les was out of town, but that Dr. Lisa was present in case we had any concerns about either dog. We entered the office and were escorted to a room from which an assistant removed Izzy, then Noelle, for blood draws. At all times, Izzy appeared to be in a completely satisfactory physical condition, showing no physical or emotional distress whatsoever. After returning to the room, however, Noelle continued to shake, pant and drool excessively, but was able to stand on all four legs. Richard placed his arms around Noelle and told me that he could feel her heart pounding to such an extent that he was concerned that she might be having a nervous breakdown that could result in a heart attack. He said he intended to ask Dr. Lisa to look at Noelle and prescribe some medication to calm her down because of his concern about the symptoms she was evidencing – namely, excessive panting, significant anxiety, and excessive drooling.

10. As we left the room, Dr. Lisa was standing in the hallway. In my presence and within

hearing distance, Richard told her that he was very concerned about the symptoms that Noelle was showing, thought that the symptoms might be arising from extreme emotional distress, and felt that if Noelle did not receive medication to alleviate the symptoms, she could suffer a heart attack. I interjected that I have never seen Noelle show such symptoms and was similarly worried.

11. In response to the concerns we were expressing about Noelle's obvious distress, Dr. Lisa simply replied that she would have to check with Dr. Les about prescribing a tranquilizer, and that he would get back to us, indicating that there was nothing more to do. While standing in front of Noelle, personally able to see an animal in significant physical distress, and having knowledge that Richard felt the distress could or would result in a heart attack, Dr. Lisa did nothing apart from stating she would subsequently speak to Dr. Les and ask him to call me. She took no steps whatsoever to examine Noelle, determine any possible cause(s) of Noelle's physical distress, or provide any treatment to alleviate the distress. Under the circumstances, Richard and I – not having medical or veterinary training – walked both dogs out of the office and to my car. When we arrived at the car, Richard immediately turned on the air conditioning throughout the vehicle before placing the dogs inside the vehicle a few minutes later.

12. Because of heavy traffic, it took some thirty plus minutes for us to arrive back at our home. Richard opened the rear car door and Izzy jumped out without any difficulty. Noelle, however, continued to remain in a seated position, and did not exit the vehicle even when called. She finally came to the door but, instead of stepping out the door, she slid out of the car and onto her stomach at a shaded portion of the driveway. She attempted to stand up but was unable to do so and, instead, lay on her side and was unable to even lift her head. Richard immediately took

the nearby garden hose, attempted to enable Noelle to drink some water, and doused her body with water to keep her as cool as possible.

13. I, in turn, immediately called MVAH and asked to speak with Dr. Lisa. I told her what had happened and placed the cell phone in front of Noelle so that Dr. Lisa could hear the dog's difficult attempts to breathe. For the first time, and to my astonishment, Dr. Lisa told me that she had been aware that Noelle had had a fever of 104 degrees while still in the MVAH office during the blood draw, but she had assumed that Noelle must have been in a hot car before arriving at the office. Neither Dr. Lisa, nor any of her assistants, had ever mentioned this to me or Richard at any time while we were in the office or we would have been reluctant to leave without first insisting that Dr. Lisa take the steps necessary to determine the cause of the animal's obviously great physical distress and attempt to treat the animal. I asked Dr. Lisa for help in dealing with the situation. Her only response was to advise me was to take Noelle to an emergency care veterinary clinic, at which point she gave me two suggested emergency facilities, and the conversation ended. During the conversation, Richard was within hearing distance when I spoke with Dr. Lisa.

14. By this point, approximately 45-50 minutes had passed since we had left MVAH. With the help of our neighbor's sons, Richard was able to place Noelle back into the car, turn the air conditioning back on throughout the car, and speed approximately one-half mile to a 1<sup>st</sup> Pet Veterinary Center, where personnel placed the animal on a stretcher and rushed her inside to attempt to treat her. The resultant delay time required to secure competent veterinary assistance in the attempt to save Noelle's life after we left Dr. Lisa's office exceeded one hour.

15. Later that day, 1<sup>st</sup> Pet's Director, veterinarian Ryan Lunt, spoke to Richard and me, and secured our permission to take all steps medically necessary to save Noelle's life. We were



advised that Noelle's temperature had spike to 107.9 degrees upon arrival at 1<sup>st</sup> Pet. Dr. Lunt subsequently advised us to leave Noelle for continuing treatment through the night, and that he would call me the next day (Saturday) with an update

16. On the morning of Saturday August 21, 2021, I received a telephone call from Dr. Lunt who updated me about Noelle's condition, the treatment being administered to her, and a time when Richard and I should return to the facility later that day. He informed me that Noelle's heart rate had been "230" that morning.

17. Shortly after I spoke with Dr. Lunt on August 21, I received a telephone call from Dr. Les. He said that he had called 1<sup>st</sup> Pet earlier that day but his request for information had been refused. He asked for specific details regarding the tests being administered to Noelle and said he was relieve to hear there were no liver or clotting issues. When I added that I had been told that Noelle's heart rate had been 230 that morning, Dr. Les replied "That's not good." During the call, I told him that from the moment Noelle had arrived at 1<sup>st</sup> Pet, the veterinarians had been trying to stabilize her. He told me to keep him updated, and the call ended.

18. Later that day, we returned, were shown into a private room, and were updated by veterinarian April Kung who indicted she found it difficult to believe that anyone associated with 1<sup>st</sup> Pet would have refused to speak with Dr. Les. A while later, some employees brought Noelle into the room by holding a harness that was strapped to her body to enable her to stand on her legs. Noelle fell to the floor as soon as the harness was released. It was readily apparent from her appearance that Noelle was suffering and could not even hold her head up though she seemed to be able to recognize Richard and me and placed her head in our laps.

19. Based on the input Richard and I received from Dr. Kung, who was aware that we did not want to put Noelle to sleep unless it was unlikely she would be able to recover from what

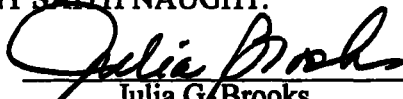
was being described as a heart attack, we agreed to permit her to be put to sleep and out of her misery.

20. Attached hereto as Exhibit 1 is a copy of the Patient History Report we received from 1<sup>st</sup> Pet. Attached Exhibit 2 is a copy of the Medical Record Report we also received from 1<sup>st</sup> Pet., and attached Exhibit 3 is a copy of the Laboratory Test Results we also received from 1<sup>st</sup> Pet.

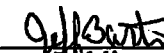
21. Attached hereto as Exhibit 4 is a copy of the check for \$488.64 paid to MVAH for the blood tests that the Animal Hospital administered on August 20, 2021. Attached as Exhibit 5 is a copy of the 1<sup>st</sup> Pet Invoice in the sum of \$2,296.00 that we paid to that Animal Hospital shortly after Dr. Lisa released Noelle from her care, sent her home, than later recommended that I take Noelle to an emergency veterinary hospital to deal with her further continuing physical distress.

22. Based on the facts set forth above, I reasonably believe that Lisa N. Hatfield, D.V.M., engaged in unprofessional or dishonorable conduct on July 20, 2021, acted with gross incompetence or gross negligence, and behaved in an unethical and incompetent manner towards Noelle while Noelle was her patient and in her care that day.

FURTHER AFFIANT SAITH NAUGHT.

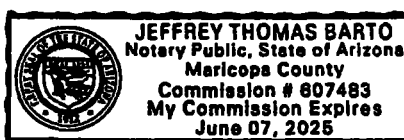
  
\_\_\_\_\_  
Julia G. Brooks  
Affiant

SUBSCRIBED AND SWORN TO before me on this 3 day of September 2021.

  
\_\_\_\_\_  
Notary Public

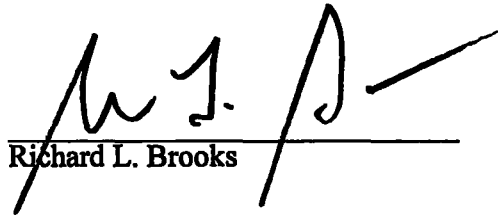
My commission expires:

6-7-25



Original of the foregoing and accompanying  
completed Complaint Investigation Form served by  
Priority U.S. Mail on this 4th day of September, 2021, on:

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD  
1740 W. ADAMS STREET, STE. 4600  
PHOENIX, AZ 85007



Richard L. Brooks

**BEFORE THE ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD  
1740 W. ADAMS STREET, STE. 4600, PHOENIX, AZ 85007**

**In re Complaint Against Lisa N.  
Hatfield, D.V.M.**

**AFFIDAVIT OF RICHARD L. BROOKS,  
ESQ.**

STATE OF ARIZONA        )  
                                  ) ss.  
COUNTY OF MARICOPA    )

RICHARD L. BROOKS, being first duly sworn, states and alleges as follows:

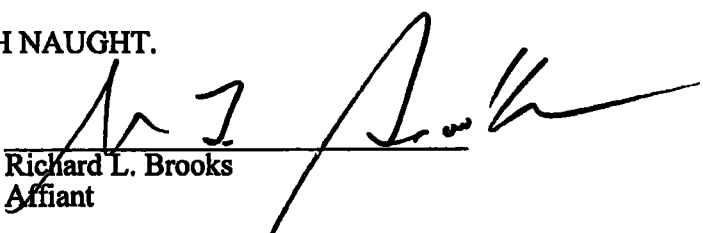
1. The information set forth herein is based on my personal knowledge and belief. If placed under oath in an administrative or judicial proceeding, my testimony would be consistent with the facts set forth in this Affidavit.

2. I am a practicing civil and criminal law attorney licensed and in good standing with the State Bar of Arizona. In addition, for approximately the past 10 years, by multiple appointments of the Arizona Supreme Court, I have served, and continue to serve, as a member of Disciplinary Hearing Panels in quasi-criminal proceedings brought against attorneys for ethical violations by the State Bar of Arizona. I have also previously served as a Judge Pro Tem on the Arizona Court of Appeals.

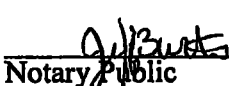
3. I have read the Affidavit of Reverend Julia G. Brooks ("Julia") a copy of which without exhibits is attached hereto as Exhibit 1 to my Affidavit. At all times material to the events described in Julia's Affidavit, I was physically present and within hearing distance regarding the facts alleged therein with one exception. While not a party to her conversation with Dr.

Lisa N. Hatfield ("Dr. Lisa") when Noelle collapsed in our driveway, Julia's statement regarding the substance of her telephone conversation with Dr. Lisa at that time are entirely consistent with the information I received from Julia after the phone call ended. In the interests of brevity, I therefore do not repeat the facts set forth in Julia's Affidavit but, instead, incorporate those facts in my Affidavit as if they were fully restated herein.

4. Based on the facts set forth herein, it is my opinion that Lisa N. Hatfield, D.V.M. engaged in unprofessional or dishonorable conduct on July 20, 2021 in violation of 32 A.R.S. sections 2232 (11) ("Malpractice, gross incompetence or gross negligence in the practice of veterinary medicine"), 2232 (12) ("Violation of the ethics of the profession..."), and 2232 (22) ("Medical incompetence in the practice of veterinary medicine") during her care of, and having a veterinarian client-patient relationship with, the now deceased female Mastiff Noelle.  
FURTHER AFFIANT SAITH NAUGHT.

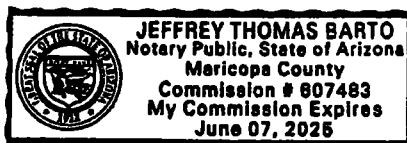
  
Richard L. Brooks  
Affiant

SUBSCRIBED AND SWORN TO before me on this 3 day of ~~April, 2020~~ <sup>SEPTEMBER, 2021</sup>.

  
Notary Public

My commission expires:

6-7-25



**Original of the foregoing and accompanying  
completed Complaint Investigation Form served  
by Priority U.S. Mail on this 4th day of  
September, 2021, on:**

**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD  
1740 W. ADAMS STREET, STE. 4600  
PHOENIX, AZ 85007**



Richard L. Brooks

September 20, 2021

Arizona State Veterinary Medical Examining Board  
1740 West Adams Street, Suite 4600  
Phoenix, Arizona 85007

In re: 22-21 (Lisa Hatfield, DVM)

To Whom It May Concern:

Mr. And Mrs. Richard Brooks have pets who have been seen by Dr. Lisa Hatfield at both Ark Animal Hospital and Moon Valley Animal Hospital in the past. They have also had a pet seen by the associate veterinarian at Moon Valley Animal Hospital when neither of the Hatfield's was available. Therefore, they are aware of the connection between the two hospitals.

Dr. Les Hatfield examined "Noelle" and "Izzy" owned by Mr. And Mrs. Brooks at Ark Animal Hospital on March 8, 2021. It was recommended that they repeat Valley Fever Profiles in 6 months on each dog to assess their Valley Fever titers as well as thyroid medication monitoring on "Noelle".

On August 10, 2021 Dr. Les Hatfield was called out of town for the acute illness and subsequent death of his mother. The funeral was held the following week. According to Moon Valley Animal Hospital's online scheduling program, an appointment was made on August 11, 2021 for the two Brooks dogs to have Valley Fever Profile blood test and thyroid monitoring at Moon Valley Animal Hospital on August 20, 2021. No health concerns were mentioned and the appointment was booked as a technician appointment for a blood draw without a veterinary examination at Moon Valley Animal Hospital. While it is the norm for the Brooks to request Dr. Les, the receptionist that made the appointment disputes the claim that a request was made prior to that appointment. The appointment conversation was overheard by another technician who confirmed the appointment was made for blood test only and that an exam with the doctor was not requested.

The two owners and the two dogs arrived at Moon Valley Animal Hospital on the afternoon of August 20, 2021 and were placed in an exam room. Since the hospital did not have an authorization for treatment, the room technician attempted to have the owners sign the Consent for Treatment form. They initially declined and were visibly irritated, according to the vet tech. They were informed that this is the identical form they sign at Ark Animal Hospital. The point of contention seemed to stem from the generic emergency treatment estimate we have in case we have to bring the pets to the treatment area for emergency care. The owners were instructed to modify the sections of the form that they disagreed with and write instructions for how they want us to handle emergencies. Mr. Brooks then wrote on the back of the forms, "In case of emergency, please consult owner on premises." During the discussions about changing the consent form the owners were given the option to have me examine the pets and the owners declined.

After Mr. Brooks signed the general consent form, the dogs were taken to the treatment area. Vital signs of weight, temperature, pulse, capillary refill time, and mucus membrane color were assessed. This is done each time a pet comes in to the clinic with no illness complaints in order to establish their normal healthy results. The doctor is not involved in this process. The vet tech informed me that "Noelle's" temperature was 104.5. I was informed that there were no health concerns. Looking back at previous office visits, "Noelle's" temperature was elevated even on routine visits. "Noelle" was panting and anxious, but appeared bright and alert. Blood was quickly drawn without incident and the dogs returned to the owners.

The owners were checked out in the exam room without incident. As the owners and dogs were leaving the exam room at around 4:20pm, they saw me walking down the hall and we chatted for a few minutes. Mr. Brooks indicated that during the recent fireworks and monsoon thunderstorms, "Noelle" seemed to become increasingly anxious. He noted that she seemed especially anxious on the trip to Moon Valley Animal Hospital that day. Mrs. Brooks said she had tried Lorazepam for "Noelle's" anxiety and it did not seem to help at all. They requested a stronger anti-anxiety to help "Noelle" deal with her anxious situations. I informed them that I would likely need to order a prescription from a human pharmacy. I would discuss with Dr. Les and make a decision which medication might be most effective for "Noelle's" worsening anxiety. Noelle and Izzy were standing with us during the conversation, and "Noelle" was panting more than Izzy but she did not appear to be in distress. The owners did not request an exam. The owners and pets left the office without incident.

At approximately 5:00pm, Mrs. Brooks called Moon Valley Animal Hospital to report that as "Noelle" was getting out of the vehicle when they got home, her legs collapsed beneath her and she was laying on her side in the driveway panting heavily. They could not get her to stand up. The veterinary technician who took the call immediately put me on the phone with Mrs. Brooks. Mrs. Brooks wanted to know what she should do. I informed her that she needed to get "Noelle" to an emergency facility near her immediately. First Pet Veterinary Center was the closest facilities to her, or VetMed was nearby. She wanted to know how she was supposed to do that. I told her she needed to find a friend or neighbor nearby to help load "Noelle" back into the car using a blanket as a sling. I told her that "Noelle" might be overheating, as her temperature during the appointment was 104.5. I recommended she use the garden hose water to cool "Noelle" off while she was looking for help to get her into the vehicle.

On Saturday August 21, 2021, Dr. Les Hatfield called First Pet Veterinary Center to check on "Noelle's" condition. After an extended time on hold, he was told "Noelle" was still in the hospital but nobody was available to talk. She would leave a message to return his call. Eventually, Dr. Les Hatfield decided to call the Brooks to see how Noelle was doing. Mrs. Brooks said Noelle's heart rate was elevated at 230 and that her temperature had gone back down but went up again during the night and they weren't sure why. He requested her to please keep him updated.

Dr. Les Hatfield called the owners on Monday, August 23, 2021 to give them the final lab results.

This was the extent of my involvement with this case.



**DOUGLAS A. DUCEY**  
- GOVERNOR -



**VICTORIA WHITMORE**  
- EXECUTIVE DIRECTOR -

## **ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1740 W. ADAMS STREET, STE. 4600, PHOENIX, ARIZONA 85007  
PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039  
VETBOARD.AZ.GOV

### **INVESTIGATIVE COMMITTEE REPORT**

**TO:** Arizona State Veterinary Medical Examining Board

**FROM:** AM Investigative Committee: Robert Kritsberg, DVM - Chair  
Christina Tran, DVM  
Carolyn Ratajack  
Jarrod Butler, DVM  
Steven Seiler

**STAFF PRESENT:** Tracy A. Riendeau, CVT – Investigations  
Marc Harris, Assistant Attorney General

**RE:** Case: 22-21  
Complainant(s): Richard and Julia Brooks  
Respondent(s) Lisa Hatfield, DVM (License: 2006)

#### **SUMMARY:**

Complaint Received at Board Office: 9/7/21  
Committee Discussion: 2/1/22  
Board IIR: 3/16/21

#### **APPLICABLE STATUTES AND RULES:**

Laws as Amended August 2018  
(Lime Green); Rules as Revised September  
2013 (Yellow).

On August 20, 2021, "Noelle," a 6-year-old female English Mastiff was presented to Respondent's premises for a blood draw to recheck the Valley Fever titer and thyroid. Technical staff obtained vitals on the dog, collected a blood sample, and brought the dog back to Complainants.

According to Complainants, the dog seemed overly anxious and they asked Respondent if the dog needed medication to alleviate the symptoms. Respondent advised that she would speak to their primary care veterinarian, Dr. Les Hatfield, and have him contact them.

Complainants left; upon arriving home, the dog collapsed while trying to exit the vehicle and could not rise. The dog was hosed off with cool water and presented to an emergency facility.

The dog was hyperthermic and heatstroke was the initial diagnosis. The dog was hospitalized and improved with supportive care. However, the next day the dog became tachycardic, had VPCs, and was unable to rise. Complainants elected to humanely euthanize the dog.

**Complainants were noticed and Ms. Brooks appeared telephonically.  
Respondent was noticed and appeared telephonically. Attorney David Stoll appeared.**

**The Committee reviewed medical records, testimony, and other documentation as described below:**

- Complainant(s) narrative: *Richard and Julia Brooks*
- Respondent(s) narrative/medical record: *Lisa Hatfield, DVM*
- Consulting Veterinarian(s) narrative/medical record: *1<sup>st</sup> Pet Veterinary Centers*

**PROPOSED 'FINDINGS of FACT':**

1. Respondent explained that the dog had been seen by her and her associate veterinarian at Ark Animal Hospital and Moon Valley Animal Hospital in the past. Complainants were aware of the connection between the two hospitals.

2. On March 8, 2021, Dr. Les Hatfield examined the dog at Ark Animal Hospital and recommended a repeat Valley Fever profile in 6 months to assess the Valley Fever titer as well as thyroid medication monitoring.

3. On August 10, 2021, Dr. Les Hatfield was called out of town for personal reasons. According to Complainants, when they called to make an appointment for blood testing, the call was transferred from Ark Animal Hospital to Moon Valley Animal Hospital. They advised the receptionist that they wanted to make an appointment when Dr. Les Hatfield would be at the premises in case there were any questions – the receptionist scheduled them for August 20, 2021 advising that Dr. Les Hatfield would be there that day.

4. According to Respondent, the online scheduling program showed that Complainants made an appointment on August 11, 2021 for blood testing – the appointment was made for August 20, 2021. No health concerns were mentioned and the appointment was booked as a technician appointment, without a veterinary exam. According to the receptionist, Complainants did not request the appointment be with Dr. Les Hatfield; this was witnessed by another technical staff member who overheard the scheduling – blood collection only, an exam by a doctor was not requested.

5. Complainants stated that on the way to the appointment, the dog began to shake, pant and drool excessively.

6. On August 20, 2021, Complainants arrived for the appointment and were placed in an exam room. Since the hospital did not have authorization for treatment, technical staff attempted to have the owners sign the Consent for Treatment form. Complainants initially declined and were aggravated; they were advised that this was the same form that they had signed at Ark Animal Hospital. The form would give authorization to treat the pet in the treatment area in the event of an emergency – approving a generic emergency treatment estimate. After some discussion, eventually Complainants signed the form after making modifications. During the conversation, Complainants were given the option to have Respondent examine the dog, which was declined.

7. The dog was taken into the treatment area where technical staff obtained the dog's vitals and collected blood for testing. The dog had a weight = 159 pounds, a temperature = 104.5

degrees, a heart rate = 160bpm, and a respiration rate = pant; BAR. The dog was returned to Complainants.

8. Complainants stated that when the dog returned from the blood draw, the dog continued to shake, pant, and drool. Mr. Brooks could feel the dog's heart pounding to such an extent that he was concerned that she might be having a nervous breakdown that could result in a heart attack. Complainants intended to ask Respondent to look at the dog and prescribe medication to alleviate the dog's symptoms of anxiety.

9. Complainants further stated that when they left the exam room, Respondent was in the hallway. Complainants expressed concern with the dog's symptoms and felt the dog may need medication to calm her down. Respondent replied that she would need to check with Dr. Les Hatfield about prescribing a tranquilizer and have him get back to them. Respondent did not take steps to assess the dog or provide treatment to alleviate the dog's distress. Complainants left the premises.

10. According to Respondent, technical staff reported the dog's vitals to her. Looking through the dog's records, the dog's temperature was elevated even on routine visits. The dog was panting and anxious but appeared bright and alert. The dog was returned to Complainants after the blood collection. As Complainants were leaving the exam room, they saw Respondent walking down the hall and they chatted for a few minutes. Mr. Brooks indicated that during recent fireworks and monsoon thunderstorms, the dog seemed to become increasingly anxious. He further noted that the dog was anxious on the trip that day to the premises. Mrs. Brooks stated that they have tried Lorazepam for the dog's anxiety but it did not seem to help and requested a stronger anti-anxiety. Respondent advised that they would likely need to order a prescription from a human pharmacy and she would discuss with Dr. Les Hatfield to make a decision on which medication may be most effective for the dog. The dog was panting but did not appear to be in distress at that time. - Complainants did not request an exam and left the premises without incident.

11. Upon arriving home, the dog would not exit the vehicle when called. Finally the dog went to the car door and collapsed outside the vehicle, landing on her stomach in the driveway. The dog could not rise or even lift her head. Complainants called Respondent who referred them to an emergency facility immediately. She stated the dog could be overheating as her temperature was 104.5 at the premises. Respondent told Complainants to use a hose to cool the dog off and go to the closest emergency facility.

12. Later the dog was presented to 1<sup>st</sup> Pet Veterinary Centers where the dog was hospitalized for supportive care for heatstroke. Upon arrival, the dog had a temperature = 107.9 degrees, heart rate = 180bpm and a respiration rate = pant. Dr. Lunt discussed heat stroke and possible complications with Complainants; there was no known cause of why the dog became worked up at the daytime veterinarian and how she got so weak to cause her to collapse. With supportive care, the dog improved and was able to get up with assistance but could only walk a few steps. Throughout the night, the dog became a little more ambulatory but still required help with a harness to walk outside.

13. The following day, hospitalization continued. The dog started to become tachycardic, began to have significant VPCs, and was unable to get up. Complainants visited and elected to humanely euthanize the dog.

**COMMITTEE DISCUSSION:**

The Committee discussed that they considered the documentation in the medical record and the offered exam. If the pet was as problematic on presentation as described by Complainants, more interchange would have occurred between the pet owners and the veterinarian. There are notes explaining that the dog would not be examined at this visit. The dog had an elevated temperature (104.5), which can occur when a dog is panting and stressed.

According to Complainants, Respondent did not do anything to help the dog. The Committee questioned if Complainants were so concerned, why did they not insist on an exam. The dog was able to get back into the vehicle without problems.

**COMMITTEE'S PROPOSED CONCLUSIONS of LAW:**

The Committee concluded that no violations of the Veterinary Practice Act occurred.

**COMMITTEE'S RECOMMENDED DISPOSITION:**

**Motion:** It was moved and seconded the Board:

*Dismiss this issue with no violation.*

**Vote:** The motion was approved with a vote of 5 to 0.

*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*

TR

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Tracy A. Riendeau, CVT  
Investigative Division